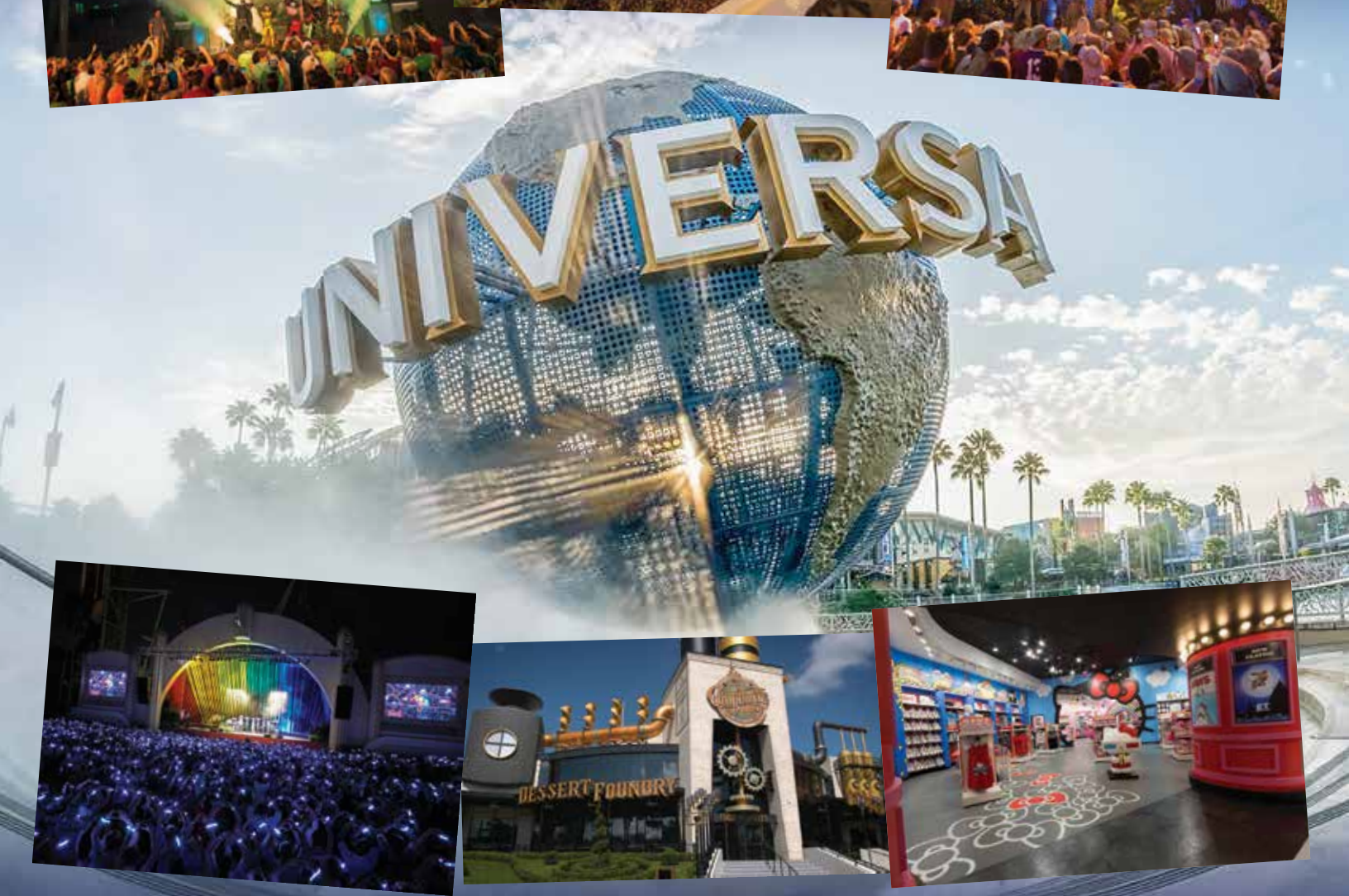
u news

December 26, 2016 - January 8, 2017



2016 THE YEAR IN REVIEW

2016 THE YEAR IN REVIEW

From the highly anticipated Skull Island: Reign of Kong™ to the debut of our newest on-site hotel, Loews Sapphire Falls Resort, to the return of The Incredible Hulk Coaster®, and the addition of The Toothsome Chocolate Emporium & Savory Feast Kitchen™ in Universal CityWalk™ - 2016 has been packed with excitement that not even Hurricane Matthew could contain! We invite you to look back at some highlights that made 2016 remarkable and see what's on the horizon in the year to come.

Hot Headlines

Skull Island: Reign of Kong™ opened in Universal's Islands of Adventure™ where guests brave the dangers of a 1930's expedition that's caught in a clash between prehistoric predators and fearsome creatures and come face to face with King Kong.

The Incredible Hulk Coaster® roared back to life with brand-new ride vehicles, an onboard ride score, an original storyline, and a completely redesigned queue.

We marked the opening of our fifth on-site hotel – Loews Sapphire Falls Resort - a Caribbean-inspired hotel, bringing the number of on-site hotel rooms to 5,200!

The Toothsome Chocolate Emporium & Savory Feast Kitchen™ officially opened in September, featuring a Steampunk-inspired theme with an adventurously unique dining menu and one-of-a-kind desserts.

The Hello Kitty Shop Featuring Hello Kitty and Friends is opened at Universal Studios Florida™.

Annual Passholders were in focus this year, with the introduction of plastic passes, an expanded Passholder Appreciation celebration, and a bigger lineup of passes offered, including an all-new seasonal pass.

Loews Royal Pacific Resort debuted all-new room designs.

Special Events

We saw another year of successful signature events. From an incredible Mardi Gras concert lineup to Grad Bash and Gradventure to our biggest Rock the Universe™ yet, our events impressed and entertained our guests. Halloween Horror Nights™ 26 invited guests to take a Chance with authentic horror movie moments and we introduced a cutting-edge virtual reality experience with THE REPOSITORY. Plus, guests made lasting holiday memories during the 15th anniversary of Macy's Holiday Parade™ and the return of our ever-popular Grinchmas™.

In Production

The Universal Studios Florida™ Production Group stayed busy this year with the fourth season of **La Voz Kids**. Throughout the year we hosted various live shows such as **Extra** with Mario Lopez, and Syfy's 31 Days of Halloween promotion during HHN.

Something to Celebrate

Universal Orlando Resort™ continues to be recognized as the best in the industry with prestigious awards and honors. For a second year in a row, **Universal's Islands of Adventure™** was ranked **#1 theme park in the world by TripAdvisor®** and Universal Orlando took home **Golden Ticket Awards** and made the top of local "best of" lists.

In addition to resort recognition, UO was presented with The Hispanic Chamber of Commerce of Metro Orlando's inaugural Corporate Procurement Group of the Year Award and the 2016 "Image of the Year Award" by by NAUMD for the wardrobe at NBC Sports Grill & Brew. **Deborah Colangelo**, Sr. Director, Guest Contact Center, was named 'Call Center Leader of the Year' at World's Largest Call Center Conference Award, and UO President & COO **Bill Davis** was inducted into the "Central Florida Hospitality Hall of Fame" at UCF's Rosen School of Hospitality Management.

Teams reached milestones across Universal Orlando™. **Fear Factor Live** reached 10,000 shows and **Terminator 2:3D** celebrated its 20th anniversary! Plus, Team Members reflected on the close of our 25th anniversary celebration with a special edition of *Universal Insider*!

Continuous Improvement

Universal Orlando™ continued to introduce new technology to enhance the guest experience, including an extended cellular network, and the ability for guests to purchase tickets in the mobile app!

Work began on expansion of the Wardrobe building, and self-scan stations debuted.

myUO launched, offering easier access to company information and team collaboration from on-property computers. With it, came the rollout of uKNOW, the Universal Knowledgebase, a comprehensive library of park and resort information.

Security made enhancements across property to screenings, door access, and more.

An all-new version of KRONOS was introduced that includes the ability to access KRONOS from a mobile app.

The U-Stop introduced new beverage stations and has focused on adding options based on Team Member feedback, like healthier snacks and more.

Team Member Grills now offer Coca-Cola freestyle, hot entrees with consistent pricing, healthier options, more grab 'n go options, omelet stations, and more. And the Exchange Drive mini grill got ready to welcome its first Team Members!

The Universal Way

This year marked the 5th anniversary of *The Universal Way*! Since then, teams have committed to providing our guests with the best guest service in our industry and they continue to develop new ways to deliver our brand promise. As part of that, this year teams prepared for the opening of Skull Island: Reign of Kong™ with an exclusive Team Member expo and Talent Development hosted its first-ever Summer Showdown where teams competed and individuals took home huge prizes for "Going Out of Your Way."

Perks & Play

The focus was on you this year, as UOTMS introduced all-new perks and programs. With appreciation a top priority, there were fun events, expanded capacity movie screenings, unique activities, like the first-ever UO Fun Run, and so much more.

Recognition programs saw enhancements with two monthly SAY It winners, Team Celebration awards, and more redemption options for Applause notes. U Win offered Team Members the opportunity to enter daily to win incredible prizes and the Party Patrol Pop-Up made many appearances.

Based on feedback, UO offered more flexibility with Team Member Comp Passes with the introduction of non-blockout tickets for qualifying Team Members and admission to Wet 'n Wild with a UO ID was added.

For Your Benefit

In June, Universal Orlando increased the base, hourly rate to $10 and throughout the year, the benefits offered to Team Members continued to expand. For the second year in a row, Team Members saw no benefit plan increases and coverage for ABA Therapy for Autism and Down Syndrome was introduced. The Doctors on Demand program launched, offered affordable, convenient online care and UO's 401(k) plan transitioned to Fidelity. And during Hurricane Matthew, we paid all Team Members their scheduled hours so their pay wouldn't be affected by the storm.

Fidelity INVESTMENTS

The ***Get Healthy!*** Team Member Wellness Program hosted its first-ever Baby Expo, offered Biometric screenings, and much more to provide Team Members the opportunity to reach their health goals.

The Benefits department hosted a successful Financial Fitness Day and offered more free screenings than ever at the annual Team Member Health Fair.

In Memoriam

Universal Orlando saw the passing of some beloved Team Members in 2016, each of whom made an impact on our resort, on our guests, and on the Team Members they worked with every day. We offer our condolences to family and loved ones, and will cherish the unforgettable memories we made together.

Gustavo Aviles-Rosado
Technical Services
Leopoldo Buenaventura
Technical Services
Jolie Cintron
Marketing & Sales
Edward Deitrick
Park & Resort Operations
Alexis Figueroa
Park & Resort Operations

Daniel Gallagher
Food & Beverage
John Hallett
Park & Resort Operations
Randal Harris
Technical Services
Paul Hooper
Park & Resort Operations
Todd Kersey
Park & Resort Operations

Zakary Kram
Food & Beverage
Marlene Lacagnina
Revenue Operations
Millicent Marie
Finance
James Mastin
Entertainment
Jesse Newman III
Park & Resort Operations

Stephen Olsen
Park & Resort Operations
David Perry
Universal Creative
Scott Rhine
Technical Services
Roger Ripley
Park Services
Evan Romberg
Park & Resort Operations

Frances Speights
Food & Beverage
Luis Vielma
Park & Resort Operations
Laura Watts
Revenue Operations
Anne Wilson
Park & Resort Operations
Jerald Wright
Merchandise

Making an Impact

In January, Universal Orlando Resort™ was presented with an honorary proclamation from Orlando Mayor Buddy Dyer as observance of our 25 years of community involvement. That kicked off a year of incredible impact across our universe. We once again hosted the Canine for Companions Graduation, participated in Comcast Cares Day, hosted a Universe of Caring Day, and ended the year with another record-breaking CommUnity Outreach campaign.

In June, our company's and community's attention turned to the Pulse Nightclub tragedy. The NBCUniversal family came together to connect, heal, and honor the memories of those lost. From the special memorial event to the outpouring of support the Out & Unidos Team Member Resource Groups enacted, Universal Orlando™ stood united and demonstrated Love is Universal.

Diversity & Inclusion invited Team Members to connect, learn, and participate throughout the year – like our 10th annual Veterans Day Parade!

Growth is Universal

As we move into 2017, we say farewell to Wet 'n Wild® Orlando – which celebrated its "Last Splash" after 37 years – and prepare for the opening of Universal's Volcano Bay™!

When the new year starts, Race Through New York Starring Jimmy Fallon™ will get ready to make its debut.

We announced the opening of our sixth on-site hotel, Universal's Aventura Hotel, opening in 2018, the same year we'll see the rise of Fast & Furious – Supercharged™!

THANK YOU
for an Unforgettable Year!

In the Spotlight

Universal Orlando Receives Tourism Cares Award

Universal Orlando Resort has been chosen as the recipient of the Tourism Cares 2016 Legacy in Travel Philanthropy Award, which honors long term impact in corporate philanthropy. Tourism Cares, a 501(c)3 nonprofit, is the charitable community of the travel and tourism industry. Founded by NTA (National Tour Association) and USTOA (United States Tour Operators Association) in 2003, with representation from ASTA (American Society of Travel Agents), IATAN (International Airlines Travel Agent Network) and many of the industry's leading companies and associations, Tourism Cares spans and connects the industry around giving back. **Tourism Cares, had this to say in a recent press release announcing the 2016 award recipients:**

After an open call for nominations, 20 companies were nominated for the Legacy in Travel Philanthropy and New Innovators awards. The committee scored submissions in the following areas: theory of action and execution (problem statement, activities, and outcomes); community engagement; storytelling; communications and advocacy; integration into their core business; and overall financial commitment.

Universal Orlando™ was recognized for its commitment to the community through its Team Member volunteer program, innovative Art of Tomorrow and Bites Camera Action partnerships, and in-kind and financial support. The award was recently presented and received by Universal Orlando's Community Relations team (pictured), led by Diane O'Dell, Vice President, Community/Diversity Relations.

UO Hosted Brazilian Teen Soap Opera Production!

Universal Orlando Resort™ and the Universal Studios Production Group recently partnered on a project featuring one of the highest rated and longest running 'teledramas' on Brazilian television, ***Malhação: Pro Dia Nascer Feliz,*** from TV Globo. The teenage sitcom, which airs Monday through Friday, averages over 17 million viewers! The cast and crew filmed in and around Universal Orlando throughout the month of November for exciting content aired the week of December 19 on open TV in Brazil.

The storylines and physical size of our properties allowed the Malhação cast to truly experience the best of Universal Orlando Resort™. Four characters lived an Orlando adventure while showcasing Universal's Cabana Bay Beach Resort™ and Universal theme parks while interacting with some of our most beloved characters and popular attractions. "Creating this relationship with Globo to film Malhação on-site was truly paramount for Universal. Having the ability to showcase our magnificent destination through one of the highest rated television shows in Brazil is unprecedented for both TV Globo and for Universal Orlando Resort", said Ursula Uelze, Director, Marketing/ Global Promotions Universal Orlando Resort. Adds Leonardo Nogueira, the Artistic Director of *Malhação: Pro Dia Nascer Feliz,* "One of the most important things to highlight was trust and the exchange between our teams; both companies had a commitment to quality and the mutual desire to deliver content that transports the actors and viewers to the fantasy of the theme park experience." If you have a TV Globo subscription (international or Globo Play) you can access the episodes that have aired to date. You can also follow Malhação on GShow, Globo's entertainment website at **www.gshow.com/malhacao**.

TV Globo is among the largest media companies in the world, and it produces around 3000 hours of entertainment and 3000 hours of journalism per year in Brazil. Through its network of five owned television stations and 118 affiliates, the broadcaster covers 99.6% of the Brazilian territory. Its programming is also available on Globo Play, video on demand platform. Globo's international operation spans seven Pay-TV channels and a division for production and distribution of content from Brazilian sports and entertainment, reaching more than 170 countries around the world. Recognized for the quality of its productions, the company has already been awarded with 15 International Emmys.

Photos: **Globo / João Miguel Júnior**

IT'S AN HONOR

Round 17 DLT Participants Graduate

Talent Development's **Developing Leadership Talent (DLT)** Program continues to prepare Leads and Team Captains for potential leadership opportunities by providing them the knowledge and experience necessary for an exempt leadership role.

The most recent class of graduates celebrated the completion of the program on December 12. During each week of the program, participating Team Members explored different leadership competencies through classroom sessions and structured on-the-job training at their own venues. Students completed projects that support the program's learning goals and met one-on-one with an assigned mentor regularly to discuss their progress. Congratulations to the recent DLT graduates!

Orlando Business Journal Honors UO with Corporate Philanthropy Award

Universal Orlando Resort™ has been named as an Orlando Business Journal 2016 Corporate Philanthropy Awards honoree in the large company categories for charitable contributions and volunteer hours! Along with fourteen other distinguished companies who have been "outstanding in their philanthropic practices over the past year," we were recognized at a special awards event on Wednesday, November 16.

"We are honored to be in the inaugural group of Central Florida companies that received this recognition," said Diane O'Dell, VP of Community / Diversity Relations. "This special acknowledgment demonstrates the impact that our Team Members make in the community every day, and that we are ready to provide Central Florida with support when and where it is most needed."

Recognition

MILESTONES

Congratulations to these Team Members who celebrate their anniversary with UO in **December!**

25 YEARS

Attractions Operations
Josephine Falcone

Entertainment
Bancroft Bascombe
Jorge Garcia

Finance
Sokha Koum

Food & Beverage
Kim Jackson

Marketing & Sales
Mandy Penn

Merchandise
Terry Chrisman

Parks Technology
John Gallagher Jr.

Revenue Operations
Eliana Velasquez

Technical Services
Clunie Leachman

Wardrobe
Kevin Butts

20 YEARS

Entertainment
David West

Entrance Operations
Ron Ropero

Finance
Dawn Falcone
Judith Haskins

Human Resources
Ashley Spero

Park Services
Marion Gaines

Technical Services
Julio Ceriale
Alfredo Labanda
Anthony Winterlich

Universal Creative
Sonya Riley

15 YEARS

Entertainment
Robert Bidwell
Kristen Burkett
Michael Mangione

Food & Beverage
Brianne Donnaruma
Karen Smith
Patrick Smith
Romina Uvalle
Carl Wussow
Charlene Wussow
Rebecca Wussow

Merchandise
Dan Carnes
Prem Gurbani
Judith Jones
Leia Rulli

Park Services
Linda Sanders

10 YEARS

Attractions Operations
Amy Brinkle
Tracey Davis
Rita Moritz

Entertainment
Paula Smith
Lu Wright

Environmental, Health & Safety
David Sanchez

Event Operations
Natiesha Cross

Food & Beverage
Patricia Garey
James Harper
Kenneth Knitter
Patricia Knitter
Sandra Ostrowski
Sharon Prefore
Brugman Ronda

International Operations
Lori Velazquez

Merchandise
Hery Irizarry

Park Services
Jorge Colon Vasquez
Daniel O'Sadnick

Security
John Luna
Gerald Marcellus

Technical Services
Timothy Peters

Universal Creative
Michael Anderson
Joshua Holzhausen

5 YEARS

Administration
Timothy Lee

Attractions Operations
Lindsay Beaver

Cyril Buranosky
Jermere Seals
Katherine Trantham

Entertainment
Tyson Belles

Milestones continued on pg. 10

BRAVO AWARD WINNERS

Jose Cardona
Parking & Transportation

Yarimar Minaya Santana
Security

Maria Meehan
Park Services

Nelson Laboy Torres
Attractions Operations

Gwendolyn Nisbett
Entrance Operations

Michael Cummins
Park & Resort Operations

Rubin Makoski
Merchandise

Richard Sherman
Merchandise

Danny Arce
Fod & Beverage

Krystal Dreier
Food & Beverage

Daniel Grebey
Shared Services

Antonio Coney
Food & Beverage

Larissa Cruz
Attractions Operations

Calbert Anderson
Technical Services

Brent Bauman
Technical Services

Eddy Laborde
Food & Beverage

Raquel Welch
Food & Beverage

Colin Heron-Vanta
Entertainment

Dianne Jamieson
Entertainment

Murphy Brooker
Human Resources

Morgan Cothern
Marketing & Sales

Robert Hayes
Parks Technology
(3rd Quarter)

Chantal Gonzalez
Finance
(3rd Quarter)

Chad Calton
Operations -
Wet 'n Wild

Alfredo Ialrraga Dolande
Revenue Operations -
Wet 'n Wild

DECEMBER 2016

Excellence in LEADERSHIP

UNIVERSAL ORLANDO

The prestigious Excellence in Leadership Award recognizes salaried Team Members below the Director level who show outstanding leadership skills critical to the success and development of Team Members and the business of Universal Orlando Resort™. These Team Members were selected by their division's leaders based on these skills and how well they live the UO Values and role-model our world-class service behaviors.

Anisa Ali
Human Resources

Nicholas Amore
Business Development

Jon Aycrigg
Technical Services

Olivia Ayson
Event Operations

Scott Devine
Entertainment

Scott Howard
Merchandise

Kip Johnson
Operations - Wet 'n Wild

Michael King
Technical Services

Kyla Klutsarits
Parking & Transportation

Kate Lochridge
Marketing & Sales

John Morrison
Finance

JC Ortiz
Food & Beverage

Juli Powers
Merchandise

Rafael Sardina
Parks Technology

Bryan Studivant
Entertainment

Ashley Thomas
Marketing & Sales

Brittani Tribble
Park Services

Thomas Walker
Food & Beverage

KNOW SOMEONE WHO DESERVES TO BE NOMINATED FOR THE EXCELLENCE IN LEADERSHIP AWARD?

To nominate a candidate, pick up a nomination form from Team Member Services or from your Human Resources Manager. Be sure to return your completed nomination form to your Human Resources Manager by February 28 to have your candidate considered for next quarter's awards.

MILESTONES

Continued from page 8.

Entertainment
Neil Bernard
Alysia Santiago
Christopher Steffan
Earnest Williams

Entrance Operations
Andy Geraci

Food & Beverage
Michael Battista
Alisa Clark
Nadelie Dufresne
Jessica Hinton
Enrique Torres
Celestino Vela
Amelia Vilsaint
Catherine Williams

Marketing & Sales
Patrick DiBella
Kevin Kemp
Amanda Lougheed
Frank Miller

Park Services
Laura Mason

Parking & Transportation
Rodney Oracius

Parks Technology
Sean King

Technical Services
Miguel Antuna
Randy Smith

Universal Creative
Frank Bianchi
William Youell

Wardrobe
Kay Pauley

Participate in the 33rd Annual Dr. Martin Luther King Jr. Parade

Diversity & Inclusion's African American Network is proud to celebrate Dr. King's legacy of peace and unity and invite you to join in this annual festive event! Team Members, family, and friends are all welcome to walk in this year's parade. Help represent Universal Orlando as we connect with the community and march alongside some of our most beloved and iconic characters. Don't miss this opportunity to remember and celebrate!

33rd Annual Dr. Martin Luther King Jr. Parade
Saturday, January 14 / 10:00am
Orange Avenue (Downtown Orlando)

Register to Participate Today!
Visit
UOTeam.com/ourdiverseuniverse
and select **'Event Sign Up.'**

Registered attendees will receive additional confirmation details via email closer to the event.

UNIVERSAL ORLANDO RESORT AAN AFRICAN AMERICAN NETWORK

Diversity & Inclusion UNIVERSAL ORLANDO RESORT

Healthy Week Coming January 9 – 13

Universal Orlando wants you to Get Healthy! The Get Healthy! Team Member Wellness Program is designed to empower Team Members to engage in a healthier lifestyle. Kick off the new year right and particiate in Healthy Week! Take the opportunity to learn more about your health and wellness.

CALENDAR OF EVENTS

What is EAP and How Can it Help You Manage Stress?
Learn the many ways EAP can help you manage your stress!
Monday, January 9 / 2:00pm - 5:00pm / Wardrobe Hallway

*Healthy Cooking Class**
UO's very own Chef Eric Creamer will cook healthy, delightful dishes that will help you meet your health goals. Samples and recipe cards will be available.
Tuesday, January 10 / 5:30pm - 6:30pm / HR Bldg. (B-111)
**Registration required. Email health.coach@universalorlando.com to sign up.*

The Right Amount of Sleep
Most of us know that getting a good night's sleep is important, but too few of us actually make those eight or so hours between the sheets a priority. Learn the big picture and how to get the sleep you need. Complete a 30 second sleep survey and receive a prize!
Wednesday, January 11 / 9:00am - 12:00pm / Wardrobe Hallway

"Boot Camp" Exercise Class
Group exercise can be fun, join in! Free smoothie bottle available to all attendees.
Thursday, January 12 / 5:30pm / Meet at the Backlot Bistro

Financial Fitness
Finances can be stressful. Pick up a financial fitness packet on ways to save on medical and pharmaceutical costs, as well as tips to fine-tune your personal budget. Packets will be available to first 500 Team Members.
Friday, January 13 / 9:00am - 12:00pm / Wardrobe Hallway

Want to learn more about the Get Healthy! Team Member Wellness Program?
Contact Jackie Smith, your Onsite Health Coach! Jackie is available to work with Team Members to discuss health-related goals, overcome barriers to making healthy changes, and provide ongoing support for making positive lifestyle changes.

Call: **407-224-5166** / Email: **Health.Coach@universalorlando.com**

Mark Your Calendar: Biometric Screenings in January

Biometric screenings are coming soon! Biometric Screenings are a series of health tests designed to offer insight into your health status. Identifying your risks – coupled with coaching and appropriate referrals into health and wellness programs – help you take action to improve your health. Tests include weight & body mass index (BMI), blood pressure, blood cholesterol, blood glucose, and triglycerides. **The screening is FREE to all UO Team Members (regardless if you carry medical insurance with UO).**

Thursday, January 19 / 7:00am - 5:00pm / Exchange Drive
Monday, January 23 / 8:00am - 4:00pm / B-110 (3rd Floor)
Tuesday, January 24 - Friday, January 27 / 7:00am - 5:00pm daily / Wardrobe Bldg (Rehearsal Hall)

Registration for biometric screenings is required. Visit http://centracarecorporate.org/onsite/universal/ to sign up!

Perks & Play

UOTMS
Universal Orlando® Resort Team Member Services

Your Season for Celebrating!

New Years Breakfast

Friday, December 30

6:00am - 8:00am / Wardrobe Lawn

End time updated from print edition

Come out and celebrate the New Year and join Team Member Services for breakfast and pick up fun 2017 glasses to *see* you into the New Year! ***You won't want to miss it!***

ACTIVITIES

Paintball Night

Bring out the natural PREDATOR in you! At Orlando Paintball, your natural primitive PREDATOR and PREY instincts come out. The more you play the more your survival skills, and reactions improve! Sign up in the UOTMS Room in B-111.

Thursday, February 9
6:00pm / Orlando Paintball
$10 per person - 1 guest welcome

SPORTS LEAGUES

Softball & Soccer League Registration Opens December 27!

Softball

Universal Orlando's Co-Ed Softball League is the largest sport league at UO. During its season from February - June, the league is split into two separate nights: Mondays and Wednesdays. The season ends with a head-to-head championship game of Monday versus Wednesday night. **The 2017 league begins Monday, February 13.**

Soccer

Universal Orlando's Soccer League plays Tuesday nights and **the 2017 league kicks off Tuesday, February 14 .** Pick up your captain and player packets from Team Member Services in B111.

Interested in joining the Softball or Soccer League?
Online registration begins Tuesday, December 27 at UOTeam.com/sportsleagues

2016 'Decorate Your Office' Winners!

Your Season! Universal Orlando Resort

UOTMS gives a big thank you to all those who participated in this year's 'Your Season' holiday office decorating contest.

And a cheerful congratulations to the four winners who made their work areas much brighter with their gingerbread designs!

A. Entertainment Human Resources
B. Hogwarts Express Admissions
C. Resort Sales
D. IOA Costuming

QUICK CUTS

Share Your Celebrations

- Congratulations to **Josh Cousino** from Entertainment and his wife, Heather on the birth of thier son, Grady James Cousino on November 23.
- Congratulations to **Kathleen Parrish** from Universal Creative and her husband Bill – the couple celebrate their 50th wedding anniversary on December 31.
- Congratulations to **Brinkley Walker** from Food & Beverage and his wife Michelle – the cople celebrate their 16th wedding anniversary on January 1.
- Congratulations to **Heather Barbour** from Human Resources and **Jason Abood** from Merchandise – the couple wed on December 10.
- Congratulations to **Jordan Cox** from Attractions Operations on his recent engagement to his fiancé Stephanie.

Are you getting married, adopting, having a baby, or celebrating a wedding anniversary? We want to hear about it and share the news with the UO team!

Send your good news to communications@universalorlando.com. Be sure to include your Team Member ID number!

Are Your Records Up-to-Date?

Have you moved, changed your contact info or marital staus? Visit the **Electronic Self Service (ESS)** site via **UOTeam.com.** Update. Online. Today! ***Name changed?*** You must visit our Records Department in person in B-111.

Final Days to Enter U Win!

This year, UOTMS introduced an all-new way for you to win unique daily prizes with U Win! Since it launched this Spring, hundreds of Team Members have scored big prizes. There's only a few days remaining to take part in this 2016 Team Member Appreciation prize drawing. **The last day to enter U Win is Saturday, December 31.**

Thank you to everyone who entered this year and stay tuned in 2017 for more UOTMS Appreciation fun!

Goodbye and So Long!

Thank You Wet 'n Wild for 39 Years of Making Waves!

After 39 years of making waves, Wet 'n Wild Orlando sees its Last Splash on December 31. Wet 'n Wild invented the category of water parks in 1977. For the nearly four decades since, it's been an icon of the amusement industry, and for the past 18 years, a part of our Universal Orlando™ family.

As we wave goodbye to Wet 'n Wild Orlando, we honor its legacy and cherish the countless memories made by our guests and Team Members alike. It's the Wet 'n Wild Team Members, many of whom have been there since the beginning, that brought the park to life for so many to enjoy. We thank each and every Team Member for being an important part of Central Florida and water park history!

uonews

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Questions? Comments? Story Ideas? Give us your feedback! E-mail **communications@universalorlando.com**
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Note: Dates, times, pricing, locations, and other details are subject to change. Please visit UOTeam.com for updates to the online version.
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